

Aerol John Cajigas

SaaS Technical Support · Customer Success · Support Automation

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SUMMARY

6+ years of remote technical support for SaaS and e-commerce companies, plus a computer engineering degree and hands-on automation skills. I troubleshoot what the customer is feeling and what the system is actually doing, write clear answers, and automate repetitive support work (I built an AI draft-reply system on Zendesk + n8n).

EXPERIENCE

CS & Automation Specialist (part-time)

Dec 2025 - Present

E-commerce / dropshipping company

- Run customer support with a Manila CS team and coordinate replacements, warranty claims and address checks with the China warehouse.
- Building case logging so every warehouse issue is tracked against its case ID instead of living in WhatsApp threads.

Customer Support Specialist (part-time)

Apr 2025 - Present

Canadian immigration case-management SaaS

- Support for immigration consulting firms using a case-management platform: troubleshooting, product questions, account issues.

CS / Automation Specialist

Feb 2025 - Oct 2025

E-commerce support team

- Built a Zendesk + n8n system that reads each ticket conversation and the order status, then drafts a context-aware reply for the agent.
- Logged an AI summary of every case, giving the team issue data for process fixes instead of guesswork.

Customer Support Specialist

2022 - 2024

Subscription productivity SaaS (mobile app + web app)

- Technical troubleshooting and product education for a subscription mobile and web app, by email and chat (Zendesk, Intercom, Recurly, Chargedesk, Braze).

Email Specialist

Sep - Dec 2024

SavagebyNatalie (e-commerce)

- Resolved product issues and complaints; worked daily with suppliers to track orders, shipments and deliveries.

Learning Support Specialist

2022

LSAT Unplugged

- Supported students enrolled in law-review courses.

Trader / Virtual Assistant

2019 - 2022

John Trading

- Time-sensitive trades with large capital; built performance statistics for analysis.

Associate Software Engineer

2017 - 2018

Accenture

- Reworked code for a large South African utility company to support an Oracle CC&B upgrade.
- Part of the team that built an application showing service outages to the client.

SELECTED PROJECTS

- **Content engine (own project, in production):** Runs my own Facebook short-form video pages end to end with 3 core n8n workflows: AI scripts, ElevenLabs voice, word-timed subtitles, Gemini/Kling image and video, ffmpeg rendering, Facebook Graph API publishing, retries and per-step cost logging.
- **GoSmash (own product, gosmash.cc):** AI booking agent for sports venues (about 25 n8n workflows): Chatwoot + n8n + Postgres chat agent that checks availability and books, self-booking pages, PayMongo payments, receipt review and owner schedule.
- **AI agents and integrations:** WhatsApp, Instagram, Telegram and Slack chatbots, Vapi voice agents with Airtable, Jotform lead scoring and enrichment with personalized email, Google Docs to Pinecone RAG.

SKILLS

Support tools	Zendesk, Intercom, Chatwoot, Shopify, Recurly, Chargedesk, Braze, Shipstation, Gorgias
Technical	API and webhook troubleshooting, reading logs and JSON, SQL/Postgres, browser dev tools, n8n/Zapier/Make
Customer success	Product education, onboarding, account and billing issues, escalation handling, macros and help content
AI / automation	AI draft replies and case summaries, chatbots (WhatsApp, Instagram), Claude and OpenAI APIs

EDUCATION

BS Computer Engineering, 2012-2017